

CLAIMS

We claim:

1 1. A categorized speech-based interface, comprising a prompt delivery
2 system for delivering user prompts to users, each user prompts comprising at least one
3 of a full prompt and a tapered prompt, said interface further comprising logic for
4 determining the quantity of at least one of correct and incorrect responses to said user
5 prompts, said prompt delivery system delivering tapered prompts in response to the
6 determination of a quantity of said at least one of correct and incorrect responses.

2 2. The categorized speech interface of claim 1, wherein said prompt delivery
system delivers tapered prompts in response to correct responses to a prerequisite
number of full prompts.

3 3. The categorized speech-based interface of claim 2, wherein said prompt
delivery system delivers tapered prompts to said user until said user provides an
incorrect response.

2 4. The categorized speech-based interface of claim 3, wherein said prompt
delivery system delivers full prompts following an incorrect response until a subsequent
3 prerequisite number of correct responses are provided by a user.

1 5. The categorized speech-based interface of claim 2, wherein said
2 prerequisite number of correct responses to full prompts is increased if an incorrect
3 response is received.

1 6. The categorized speech-based interface of claim 5, wherein said
2 prerequisite number of responses to full prompts is increased for each sequential
3 incorrect response that is received.

1 7. The categorized speech-based interface of claim 1, wherein said incorrect
2 responses include at least one selected from the group consisting of out-of-grammar
3 responses, silence time outs, and help responses.

1 8. The categorized speech-based interface of claim 1, wherein said prompt
2 delivery system delivers tapered prompts in response to a determination that correct
3 responses have been provided by a user to a minimum prerequisite proportion of said
prompts.

1 9. The categorized speech-based interface of claim 1, wherein said interface
2 is segmented, and said prompt delivery system delivers tapered prompts in a segment
3 in response to a determination that correct responses have been provided by a user to
a prerequisite quantity of said prompts while in said segment.

1 10. The categorized speech-based interface of claim 9, wherein said
2 prerequisite quantity of correct responses comprises a prerequisite number of
3 sequential correct responses provided by the user while in said segment.

1 11. The categorized speech-based interface of claim 9, wherein said
2 prerequisite quantity of correct responses comprises a prerequisite minimum proportion
3 of correct responses provided by the user while in said segment.

1 12. A method for providing a categorized speech-based interface, comprising
2 the steps of:

3 delivering user prompts to users, said prompts comprising at least full prompts
4 and tapered prompts;

5 determining the quantity of at least one of correct and incorrect responses to
6 said prompts;

7 delivering tapered prompts in response to the determination of a quantity of at least
8 one of said correct or incorrect responses.

1 13. The method of claim 12, wherein tapered prompts are delivered in
2 response to determining that correct responses have been provided by a user to a
3 prerequisite number of full prompts.

1 14. The method of claim 13, wherein tapered prompts are delivered when a
2 prerequisite number of correct responses to full prompts are received.

1 15. The method of claim 13, wherein tapered prompts are delivered to said
2 user until said user provides an incorrect response.

1 16. The method of claim 15, wherein full prompts are delivered following an
2 incorrect response until a prerequisite number of correct responses are provided by a
3 user.

1 17. The method of claim 13, wherein said prerequisite number of correct
2 responses to full prompts is increased if an incorrect response is received.

1 18. The method of claim 17, wherein said prerequisite number of responses
2 to full prompts is increased for each sequential incorrect response that is received.

1 19. The method of claim 12, wherein said incorrect responses include at least
2 one selected from the group consisting of out-of-grammar responses, silence time outs,
3 and help responses.

1 20. The method of claim 12, wherein tapered prompts are delivered in
2 response to determining that correct responses have been provided by a user to a
3 minimum prerequisite proportion of said prompts.

1 21. The method of claim 12, wherein said interface is segmented, and
2 tapered prompts are delivered in a segment in response to determining that correct
3 responses have been provided by a user to a prerequisite quantity of said prompts
while in said segment.

1 22. The method of claim 21, wherein said prerequisite quantity of correct
2 responses comprises a prerequisite number of sequential correct responses provided
3 by the user while in said segment.

1 23. The method of claim 21, wherein said prerequisite quantity of correct
2 responses comprises a prerequisite minimum proportion of correct responses provided
3 by the user while in said segment.